

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Assistant Network Manager
<b>RESPONSIBLE TO:</b>	Head of IT Services / ITAC Principal Leader
<b>JOB PURPOSE:</b>	To support in the management of the College's computer network and to provide technical support to ICT users throughout the school
<b>GRADE:</b>	NJC Level 3D

### **Main duties and responsibilities:**

- To assist in the maintenance and set up of all internal IT systems
- Support to Users of the system
- Installation of new software and hardware
- Line supervision of IT Service Technicians

#### **1. To assist in the maintenance and set up of all internal IT systems:**

- To support in the provision of hardware and software support for laptops, note books and desktops.
- To maintain all IT based devices in the College e.g. printers, PDA's, IWB and projectors.
- Server maintenance and house-keeping.
- To perform fault diagnosis and testing of hardware and cables. To make repairs where possible.
- First line technical support.
- Liaison with external organisations for fault repair and purchase of consumable parts on client machines and devices.
- Liaison with external organisations in the gathering of information for ordering equipment including: peripherals, hardware, software.
- Liaison with outside organisations to maintain and safe-guard the reliability of the network and internet Broadband link.
- To support the new IP broadcast system
- To help in the support of Wireless systems – Zone directors and access points.
- Maintaining Sims Learning Gateway and MIS systems.

#### **2. Support to Users of the system**

- Creation of new user accounts.
- Maintenance of email mail boxes and distribution lists.
- Software support for students and staff
- Troubleshooting problems on the IT system and minimising the down time of a system.

- Possible involvement with BEST and partner schools.
- Help to maintain a backup / archive data schedule.

### **3. Installation of new software and hardware**

- Support in the roll out of new hardware.
- Support in the install or update of new software products.
- Virus software updates / windows updates.
- Keeping up to date on new technology including attending training courses and IT Network meetings.
- Contribution towards the planning of new projects.

To maintain confidentiality at all times in respect of school related matters and to prevent disclosure of confidential and sensitive information.

To undertake any other duties of a similar level and responsibility as may be required.